

**Communications Industry**  
**Consumer Contacts that Require Enhanced Processing**  
**Presented by Utility Company, Category and Subcategory**  
**September 2016**

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

**Table 2 - Communications Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	11
		Billing	Bill Not Received	1
		Billing	Bundled Services	1
		Billing	Cramming	3
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	15
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	6
		Billing	Out of Service Credit - OOS	2
		Billing	Payment Error	2
		Billing	Premise Visit Charges	2
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	12
		Lifeline	LLB Approved for Discount	5
		Lifeline	LLB Discount Switched to Other Carrier	4
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Robo Calls/ADAD	1
		Policy and Practices	Safety	2
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	12
Service	Disconnected In Error	3		
Service	Number Portability - Wireless or Landline	1		
Service	Outage	7		
Service	Refusal To Serve	1		
			<b>Total ICs</b>	<b>100</b>
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Disputed Customer of Record	1
		Billing	High Bill	2
		Billing	Out of Service Credit - OOS	1
IEC5800	AT&T Long Distance	Billing	Cramming	1
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	5
		Billing	Cramming	1
		Billing	High Bill	6
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	3
		Service	Outage	2
			<b>Total ICs</b>	<b>21</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC7118	Birch Communications	Billing	Slamming	1
		Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>2</b>
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>4</b>
CLC5335	CenturyLink	Billing	Other Charges	1
			<b>Total ICs</b>	<b>1</b>
CLC6878	Charter	Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
			<b>Total ICs</b>	<b>2</b>
CLC5698, IEC5698	Comcast Digital Phone	Billing	High Bill	2
		Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>3</b>
CLR6977	Connect To Communications, Inc.	Billing	Other Charges	1
		Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>2</b>
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bundled Services	1
		Billing	High Bill	2
		Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>4</b>
CLR5233	CREDO	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
			<b>Total ICs</b>	<b>2</b>
CER4460	Cricket Wireless, LLC	Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>1</b>
CLC1002, LEC1002	Frontier California Inc.	Billing	Bill Adjustment	16
		Billing	Bundled Services	3
		Billing	Cramming	3
		Billing	Cramming/3rd Party Billing	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	7
		Billing	High Bill	21
		Billing	Other Charges	9
		Billing	Out of Service Credit - OOS	5
		Billing	Slamming	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	4
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Safety	2
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	17
		Service	Disconnected In Error	5
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	23
	<b>Total ICs</b>	<b>126</b>		
LEC1026	Frontier Communications of the Southwest, Inc.	Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>1</b>
CER4442	Life Wireless	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
			<b>Total ICs</b>	<b>2</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC5502, IEC5502, CLR5502	Preferred Long Distance, Inc.	Billing	Cramming	1
			<b>Total ICs</b>	<b>1</b>
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	4
		Billing	Other Charges	2
		Billing	Payment Error	1
		Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Federal Program/Equipment	2
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
			<b>Total ICs</b>	<b>23</b>
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>4</b>
CER4411	Tag Mobile, LLC	Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>3</b>
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
			<b>Total ICs</b>	<b>2</b>
IER6444	Teleuno, Inc.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
IER6081	TIC Long Distance	Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>1</b>
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	High Bill	2
		Billing	Other Charges	1
		Policy and Practices	Safety	2
		Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>6</b>
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	2
		Billing	High Bill	5
		Billing	Other Charges	3
		Billing	Payment Error	1
		Service	Number Portability - Wireless or Landline	2
			<b>Total ICs</b>	<b>13</b>

Utility Code	Utility Name	Category	Subcategory	Count
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Lifeline	LLB Address Error	2
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Federal Program/Equipment	8
		Policy and Practices	Abusive Marketing	1
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	1
				<b>Total ICs</b>
CLC5253, IEC5253	Verizon Access Transmission Services	Lifeline	LLB Application Request	1
			<b>Total ICs</b>	<b>1</b>
CEC3029	Verizon Wireless, LLC	Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	9
		Billing	Other Charges	2
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	3
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
				<b>Total ICs</b>
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Federal Program/Equipment	8
		Service	Call Quality	1
			<b>Total ICs</b>	<b>11</b>
CLC5553, IEC5553	XO Communications Services	Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>1</b>
<b>Total ICs Sent <sup>1</sup></b>				<b>383</b>

<sup>1</sup> Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.